DOCUMENT RESUME

ED 415 986 PS 026 170

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TITLE Responding to Cuts in Funding for Social Services.
PUB DATE 1997-00-00
NOTE 68p.; Master's Practicum Report, Nova Southeastern University.
PUB TYPE Dissertations/Theses - Practicum Papers (043) -- Reports - Descriptive (141)
EDRS PRICE MF01/PC03 Plus Postage.
DESCRIPTORS Budgeting; Community Support; Database Design; *Databases; Family Programs; Financial Support; Human Services; *Management Information Systems; Program Effectiveness; Program Evaluation; Retrenchment; *Social Services
IDENTIFIERS *Family Support

ABSTRACT

Many family support programs find it difficult to provide evidence of program efficacy to community groups, agencies, and funding sources. This practicum study involved the development and implementation of a management information system (MIS) to meet the needs and goals of a family support program, including the need for program evaluation. The implementation of the MIS consisted of three steps. First a meeting with the staff was held to design the MIS in a way that would meet the needs of the program, program funders, and potential community funders. Second, the database was designed to track the development and growth of the client while meeting program goals, and included client data, services provided, and ongoing assessments. Third, staff training was established for data input into the MIS. Evaluation findings indicated that the objectives for the practicum were successfully met, and the MIS is currently in use. The social service agency sponsoring the family support program found the database to be effective in documenting statistics for funding purposes as well as for other agency needs. The MIS provided the family support program a tool for ongoing evaluation while saving time and money. (Eight appendices include budget funding graphs, staff training evaluation survey, and monitoring checklist. Contains 31 references.) (Author)

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Responding to Cuts in Funding for Social Services

by

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Cohort 13F

A Practicum Report Presented to the
Master's Program in Life Span Care and Administration
in Partial Fulfillment of the Requirements
for the Degree of Master of Science

NOVA SOUTHEASTERN UNIVERSITY

1997

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Abstract

Responding to cuts in funding for social services. Moats, Debbie, 1997: Practicum Report, Nova Southeastern University, Master's Programs in Life Span Care and Administration.

Descriptors: Funding; Grants; Funding Cuts; Evaluation; Management Information System; Database; Community Support; Computer programs; Human Services; Social Services.

The author developed and implemented a Management Information System (MIS) to meet the specific needs and goals of the family support program. Many family support programs are finding it difficult to provide evidence of program efficacy to community groups, agencies, and funding sources. This paper examines research in dealing with inadequate funding, as well as the causal factors. Included are reasons for evaluation in this and other family support programs. This author chose to develop and implement a Management Information System (MIS) which met the specific needs and goals of the family support program.

The implementation of the database consisted of three steps. First, a meeting with the staff to design the MIS and meet the needs of the program, program funders, and potential community funders. Second, development of a database designed to include three areas of information: client data, services provided, and ongoing assessments. The database tracks the development and growth of the client, while meeting program goals. Lastly was establishing staff training for data input into the Management Information System (MIS).

The objectives were successfully met, and the MIS is currently in use. The social service agency has found the database to be effective in documenting statistics for funding purposes as well as for other agency needs.

A MIS provided the family support program a tool for ongoing evaluation, saving time, and money. This evaluation is necessary, as program funders are reluctant to support a program from anecdotal evidence or testimonials alone.

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Chapter I

Introduction and Background

The Setting in Which the Problem Occurs

The practicum setting is a community-based, non-profit organization which focuses on preventing child abuse and provides education to parents in Southeastern Idaho. The agency was established in 1983 to help prevent child abuse.

Clients served by the agency live in five nearby counties in Southeastern Idaho. Over sixty percent of the area served is considered rural, indicating the population is less than 2,500 and unincorporated (County Profiles of Idaho, 1996). The largest percentage of the clients being served by the agency are low-income females. The county and state population statistics indicate seventy percent of Bonneville County and surrounding areas live in poverty. "In Idaho, 49,159 children (under 18 years of age) live in poverty", which is defined as $12,674 for a family of four, as noted by the U.S. Bureau of Census, 1990 (Idaho KIDS, 1995, p. 13).

The office which houses this agency is located in an older building in Idaho Falls. It was originally a hotel and has been converted to an office complex, housing a number of social service organizations.

Agency. The agency was funded by several sources in 1996. The total budget of the agency was approximately $150,000. Federal grant money provided 45% of the budget. Community funds, such as United Way, contributed 39%, while donations and fund raisers

generated 16% of the budget (see Appendix A1 and A2 for Budget Funding Graphs). The proposed budget for 1997 increased slightly compared to the 1996 budget. The percentage of the budget previously provided by the United Way's community grant has decreased, due to a cutback in funding.

Agency Programs Offered. The agency provides many services through the programs offered. These include weekly support groups for children (by age level), at-risk teens, males, and adults. These groups are facilitated by volunteering professionals and other trained volunteers at no cost to the clients. Parenting classes are held weekly, and each session continues for nine weeks. A resource library which is open to the public provides books, videos, audio tapes, and general information about child abuse and prevention. In addition, toys and books from the lending library are located at the agency for family/clients. A 24-hour crisis line has one to two trained volunteers on call to help with physical and emotional needs of the clients. The staff is available to speak to groups and perform puppet shows about good and bad touching for community agencies and schools. Also, printed materials are made available upon request. These programs and services are offered through the agency to anyone in the community. They provide skills, support, and education for preventing child abuse and enhancing family life.

Two home-based services are offered through agency programs, Healthy Families and Parent Aid. Home-based services focus on

first-time parents, adolescent parents, and infants from birth to three years of age. Education and social support are provided to families through goals and objectives established by the families and staff in an Individual Family Support Plan (IFSP). Staff and multi-disciplinary teams act as advocates and obtain essential community resources, such as child-care, food stamps, or counseling services. Through the Healthy Families program, staff members work closely with teen parents in a home-based visitation program. Home visits begin during pregnancy and continue until the child is three years of age, at which time the child is referred to Head Start for continued services. All services provided by the agency are available to the teen mothers.

Parent Aide is the second home-based visitation program and usually serves young and first-time parents. The families in this program are in need of support and skills. The families stay with this program for six months and are transitioned out of the program through empowerment and personal or community supports. The agency provides support and services for families in this program.

The agency staff consists of four full-time employees: an executive director, two assistant directors, and a Healthy Families home-visitation coordinator. A board of directors includes a pediatrician, judge, police officer, television host, counselor, teacher, parent, and nurse, all volunteering their time. In addition, volunteers make up the home visitors, group facilitators, fund-raising personnel, public speakers, trainers,

and office personnel. Many of the volunteers are paraprofessionals and students who donate time to this agency.

Staff and volunteers attend weekly or monthly planning meetings. In addition, they have attended 800 hours of training and donated over 6,200 hours to assist 200 clients who were victims of child abuse between 1989-1990. Jacobs (1988) stated volunteers and paraprofessionals can penetrate deeper into a community and into more diverse populations because they usually know the culture and community. Most community and family support programs use and depend on volunteers who usually make up 70% of the staff.

Student's Role in the Setting

Many of the clients served through this agency were abused as children or received an inappropriate example of parenting. Consequently, these young first-time parents are unable to effectively parent and discipline their child. The author's position as a family support worker is to provide support and education during home-visits and facilitate the acquisition of community service resources.

As a part-time employee, hours vary with the activities, including fundraisers, training sessions, home-visitations, office work, parenting classes, and staff meetings. Hours range from 18 to 30 hours a week. The writer has received 40 hours of training in child development, child abuse prevention, and parenting skills. As a parent of two teenage sons, this author is aware of and understands some of the pressures teens face

today, and as a result, chose to complete a practicum with this agency. Also, having completed a Bachelors degree in Health and Human Development and Family Science at Montana State University, this author understands issues of human service programs. This author received experience working with family support agencies in developing surveys, interviews, and Individual Family Service Plans for children with disabilities and also developing a proposal for L.I.F.E. Choices, a home for unwed mothers.

As the Program Coordinator of Befrienders, a service program matching college students with home-bound senior citizens, the writer was able to work with college students, as well as the elderly. This author helped create a workshop for students entitled "Elder Abuse and Scams on the Elderly". In addition, forty hours of training with the "Battered Women's Network" provided the author with knowledge regarding issues of abuse. The writer's experience included grant writing and obtaining funding from United Way. The author also helped procure money from other community agencies through fund-raising activities. These opportunities provided experience and understanding in completing this practicum project.

In addition to these qualifications, the author researched several options for evaluating the agency's efficacy. It appeared a Management Information System would provide statistics as well as client information needed for grant writing and provide evidence of program efficacy to current funders and potential funders. The Executive Director at the agency

expressed a desire for an evaluation instrument and gave encouragement, as well as support, for the author to develop a Management Information System (MIS).

Chapter II

The Problem

In this chapter the existence of the problem in the practicum setting will be examined from three conceivable influences: lack of community support, the decrease in percentage of funding, and lack of evaluation and follow up.

Problem Statement

The problem this agency faces is a possible cut in services provided due to a reduction in funding. In the past, a large portion of the financing was received from United Way. This year the percentage of United Way funding was reduced. As a result of the reduction in funding, many services which have been available may be eliminated until additional financial sources are procured. Therefore, the purpose of the practicum was to provide the agency with an ongoing process for evaluation of services. The information provided through a program evaluation provides feedback about a program and guides its development. In addition, it provides feedback needed to show funders what the program is accomplishing (Littell, 1986).

Documentation of the Problem

This agency faces a possible reduction in services which are provided to support and benefit families. A large portion of the funding received in the past came from state and federal grants, fund raising, and private donations. Last year supporters who previously provided funding reduced the amount of support they offered. In addition, private donations also decreased. As a

result of these reductions in support, many services which have been available need additional funding sources in order to continue.

The agency was funded by several supporters in 1996, with a total agency budget of approximately $150,000. Federal grant money provided 46% of the budget. Community funds, such as United way, contributed 38%, and donations and fund raisers generated 16% of the budget. The proposed budget for 1997 increased slightly when compared to the budget in 1996. Although the percentage of the budget provided by United Way decreased, other community grants such as the Community Injury Prevention Grant increased funds to set the budget at $154,000 (See Appendix A1 and A2 for Budget Funding Graphs).

J. C. Frandsen, (personal communication, July 7, 1997) Director of Support Groups, indicated the agency has benefitted a great deal from training offered each month to staff and volunteers. However, because of the reduction in funding, either the training will not occur as often, or the agency will need to rely on professionals volunteering their time for training. In the past, free professional counseling and legal aid have been provided to families in need. However, the length of counseling time the agency will be able to afford in the future may be considerably less. Parenting classes taught by a Childhood Educational Specialist will be held less often. Therefore, services will be decreased while an increasing number of clients are in need of these services.

While the budget has increased $4,000 dollars from 1995-1996 to 1996-1997, referrals for abuse and births to young mothers have also increased. The number of teenage pregnancies has continued to increase from 1,127 births to unmarried teens in 1991 to 1,264 babies born to unmarried teens in 1993. In 1994 the number of teen pregnancies in Idaho increased to 1,311 births. These numbers are significant, as Kids Count (1995) indicates adolescent parents are more likely to have infants at low birth weight with increased health problems.

In addition, children born to teen parents suffer abuse and neglect more often. During the 1995 fiscal year in Idaho, an increased number of children were referred for abuse (Idaho KIDS, 1995). Idaho's Fiscal Year 1995 (July 1, 1994 to June 30, 1995) showed 13,452 child abuse referrals to the Idaho Department of Health and Welfare. Of those reported, 30.7% were physical abuse and 42.9% were neglect (Idaho Kids Count, 1995). The need for family support programs in Idaho is apparent, and research and additional funding would help agencies meet their goal of providing education and services to additional children and families.

Analysis of the Problem.

The cutback in services this agency faces may be caused by several factors. The first factor is possibly the lack of money available for funding family support programs. Second, strong community support may be lacking. Last, no documentation is provided to indicate the effectiveness of the family support

program and to encourage continued financial and emotional support for the service program. The lack of an evaluation tool makes it difficult to measure and monitor the effectiveness of the agency or provide follow-up data.

Reduction in funding to Family Support Programs. There are several reasons why a reduction of funds may be occurring. The major employer in Idaho announced a five-year downsizing that may cost up to 1,200 jobs. This company employs 6,100 people in and around Bonneville County (Lockheed, June 1995). The County Profiles of Idaho (1996) show the percentage of people employed has continually decreased since 1980, and families living below poverty have increased since 1989. The reduction of jobs has distressed the economy in this area.

Stein & Haggard (1990) found cuts in Parent Service Project's funding at Oakland and San Francisco had an effect on the morale of both the staff and parents, cuts in the number of activities, as well as cuts in the number of planning meetings. In addition, services were decreased or limited. Undoubtedly, an agency without adequate funding can not substantially enrich the lives of the families it serves.

Bocage, Homonoff, & Riley (1995) report on the impact of budget cuts from 1992-1994 in a study done by the Simmion's College School of Social Work in Massachusetts. Surveys were sent to a diverse group of service settings used by the college to place student interns for practice. The study looked at the consequences of funding cuts to the agency and what might help

the agency. Findings revealed many social programs had been cut or eliminated completely. Services were shortened, less frequent, and greater time spent in fund raising than in direct services. Programs that did not lose financial support were affected due to a lack of resources and support from surviving agencies (1995).

The reduction of services due to funding cuts affect services such as education, training, health care, day care, educational information and materials, home-visitation, work on public policies, fund raising, and data collection used for evaluation (Bocage, Homonoff, & Riley, 1995; Ounce of Prevention Fund, 1994; Motenko et al. 1995).

Lack of Community Support as a Factor. Strong community support for family support programs is important to meet the needs of families. These agencies could not survive without a volunteer staff of community members, such as professionals, parents, interns, and paraprofessionals. Weatherley, Levine, Perlman, & Klerman (1987) noted a stigma attached to adolescent pregnancy. They indicated the importance of gaining support from United Way, local elites, and socially and politically prominent individuals in order to acquire adequate resources. Strong advocacy, increased media recognition, and the development of community concern are needed to insure a successful program. Services could not be provided without the help of caring volunteers and lay persons in the community, as funding is often inadequate for many agencies. For example, the Ounce of

Prevention Fund Program in Illinois collaborates with community agencies by providing technical assistance and training to agencies within and outside their network to enhance healthy development of children, families, and communities (1994).

The lack of evaluation to document efficacy. Service program evaluations are designed to be implemented in everyday operations using many tools and techniques. Some of these are pre/post tests, questionnaires, interviews, observations, surveys, and data collection.

Littell (1969) indicates the importance of evaluation and addresses several reasons for its use. First, information gained from evaluation aids in the development and planning of a service program and indicates the process and effectiveness of the program. Second, evaluations produce documentation about the services provided by the program. Through evaluation, the methods and goals of the agency can be better understood. Benefits provided by evaluation can help new and established programs avoid the mistakes made by preceding agencies. Littell (1969) points out reasons to evaluate family resource programs. First, because the family resource movement is new and so unique, evaluations are needed to provide documentation for sufficient support (Weiss & Jacobs, 1988; Zigler & Freeman, 1987). There is little documented research available on the benefits of family resource programs (Dunst, 1991).

There are many reasons for program evaluation. Ounce of Prevention Fund's Annual Report maintains an evaluation helps

guide the program and keep it on track (Ounce of Prevention Fund, 1994). An evaluation also provides feedback to help programs develop and improve services. In addition, staff, participants, and funders/possible funders can understand the process and goals of the program and use the information to make decisions.

An effective tool used in evaluation is a Management Information System (MIS), defined as a collection of information or data which can be organized (Kristen, 1996; Gay, 1992; Palmer, 1994). Also, Palmer (1994) explains how fast and flexible a MIS is in accessing data. Information needs to be entered only once and can be used to answer a number of questions while evaluating the program. Funders may want to know about services provided, the number of participants being served, and their feeling of satisfaction or dissatisfaction with the program.

A cut in funding and an increased need for services has demonstrated the necessity for accountability. Funding sources are not increasing with the increased need for services. Family support programs are being called on by the local agencies, funders, and the communities being served to measure and provide evidence of their program's effectiveness. Evaluating family support programs can help determine the level of services available to meet client's needs and the success or failure of a program.

Chapter III

Goals and Objectives

The goal of this practicum project is to develop an ongoing tool for program evaluation which will be used to increase funding and community support.

In order to meet this goal, three specific objectives were developed.

Objectives

(1) A Management Information System (MIS) will be developed by the author within the ten-week implementation period. A copy of the forms developed for the MIS will be presented to illustrate services, utilization, provisions, and evaluation (See Appendix B for MIS Forms).

(2) Staff training on data entry will be provided with 75% of the staff attending during the implementation period. MIS training for the staff will assist in ongoing evaluation used in grant writing and seeking new funding sources.

(3) Develop and administer MIS Staff Training Evaluation Survey. The survey will allow the staff the opportunity to evaluate training sessions. At least 50% of the staff will indicate agreement or strong agreement on 8 of the 10 questions indicating their level of satisfaction with training and the effectiveness of the MIS (See Survey in Appendix C).

Chapter IV

Solution Strategy

Review of Existing Programs, Models, and Approaches

A shortage of funds and an increased need for support and services for families has created an increased demand for accountability. Service providers are being required to provide evidence of program efficacy through evaluation. This evaluation process can take on a variety of styles or designs.

Powell (1987), suggests evaluations are effective in strengthening social service programs and providing staff with information. Evaluations reveal what services are being utilized, by whom, and family types. However, Powell also reminds us when families are not happy with a program, they drop out. There are many useful types of evaluation. Powell states two things are essential for carrying out evaluations for family support programs: adequate funding and technical assistance to collect data for utilization as well as for program effectiveness.

Pre-testing and post-testing are used by many agencies in connection with educational presentations, classes, and training. This type of evaluation is often used by programs such as New Haven Family Alliance in Connecticut which provides child-centered, family-focused case management services. The Parent's Place evaluates with post-test and customer satisfaction surveys. The Parent's Place offers parent education and family support for families with children under six years old. The Family

Development Project offers family life education classes and uses a pre- and post-test annually as part of their Head Start program evaluation (Goetz, 1992).

Surveys can be used as a follow-up evaluation of a client's success. Perry Pre-school followed participants to acquire data on differences interventions make on real world experiences and how long the differences lasted after the interventions lasted. Perry Pre-school is an example of a program which used this follow-up evaluation. It was determined that participants attending the pre-school had more success in school and careers as they were older (Kagan & Weissbourd, 1994).

Observation are conducted to evaluate and measure behaviors between parents and children. Early Childhood Program in Boston, MA, uses observation as a component of evaluation. Parent education was developed by providing programs and environments to enhance parent interaction and childcare (Goetz, 1992). Powell (1987) concludes observation is better than self-reported measures.

Another way of providing information on program efficacy is through developing a Family Service Plan (FSP). FSP develops goals and objectives to meet the needs of the child and family. The goals and objectives are assessed to see if the program is meeting these goals. The results are collected and documented. Families and Schools Together in Wisconsin and The Family-Child Resources in Pennsylvania use FSP as an intervention to assess if goals are being met to evaluation program strengths (Goetz,

1992). Assessment can examine what services best meet the needs of families served (Whitehead, Deiner, & Toccafondi, 1990).

As a result of the need for program evaluation, a review of computer programs for service agencies was completed. The computer program would be required to meet the needs of home-based visitations, generate a list of client needs by assessing the programs used, and stay within the allotted budget of the agency.

K. Goetz (1992) reviewed a family support program in Wisconsin using a computerized data information system (*or Management Information System*). The computer program documented services provided, needs, and outcomes of participants.

Powers, Reynolds, Miller, & Peck (1992) list information for a drug prevention program in Arizona. Information on the process and implementation of the program will provide these evaluators with essential information and significant factors for updating the program's goals and objectives. As a result, program goals can continue to meet the needs of the participants and community being served..

A number of MIS are available. One computer program which was identified by Harris Chaiklin (1995) was EcoScan. This computer program is functional for case management. (The software was developed by Mark A. Mattaini in Washington, D. C. and was produced by NASW Press in 1993.) EcoScan can be ordered in Windows and Mac version for $49.95 with ISBN 0-87101-227-8. The program is easy to use and allows the user to enter

individual data and create graphics and reports immediately with a click of the mouse.

At $49.95, EscoScan is a good program for the money and is easy to use. The program manual is easy to follow and walks through each step. Also, professors could use EcoScan to teach concepts with hands-on experience in the classroom environment. EcoScan would be beneficial for a program just starting out. However, it does not incorporate adequate information for evaluation in areas such as the physical environment and effects of significant others not in the household (Chaiklin, 1995).

Project March, a computer program used by Head Start, functions as a participant tracking system. This research tool demonstrates the progress of participants. The tracking system reveals who used the computers, attended classes, and workshops. This evaluation system shows each participant's progress and rate of advancement (Ounce of Prevention Fund, 1994). Project March would benefit the agency in assessing the services that work and meet the participant's needs.

Datatude, a relational Management Information System, appears to be an effective computer program which would provide the requirements for evaluating a social service program. Palmer (1994) defines a relational database as dividing information into file folders for efficiency and combining the data from different files as needed. Datatude was developed by a team of three professionals, K. M. Mena, L. J. Golden, and M. W. Klebig. K. M. Mena (personal communication, January 3, 1997) established a

Healthy Families home visitation program and is currently working on her Ph.D. in Social Work. Also, M. W. Klebig graduated in Computer Science and has 10 years experience in program development, research, and evaluation. Lastly, L. J. Golden is a former member of Healthy Families America Training Team. K. M. Mena explained Datatude as a design tool for program evaluation. Datatude is customized to meet the goals of the agency.

Advantages of the database include: entering information only once, completing work in less time, developing reports and gathering current information with the touch of a button. A check box for yes and no answers, as well as drop-down menus, decrease the likelihood of mistakes in data entry. Customized intakes and other reports are developed to meet the specific needs of an agency.

Datatude allows the user to import/export data (data exchange) with other computer programs, such as a spreadsheet and word processor. In addition, Datatude uses a modem and allows the user to network with other programs and agencies around the region and state. Technical assistance and staff training is included as a part of the system set up.

Datatude met many of the agency's needs. The size of the program and the cost made Datatude unacceptable for this family support program. The computer system would have to be expanded with increased memory and capabilities for networking in order to meet the needed requirements of the Datatude computer program.

Although there are many positive features of Datatude, such as collecting data on a larger population area within the state using network, there are also negative issues to consider. Networking agencies are required to have Datatude when exchanging information. The price of $10,000 for Datatude may be a problem for small, rural, non-profit agencies wanting the Management Information System. However, when two or more agencies purchase Datatude, the price may be reduced for the agencies within the same state. During the telephone call to K. Mena about Datatude, she explained that in the future there may be a smaller and less expensive version available.

The author consulted with D. Christman, a computer specialist and explained the requirements of the database, as well as the agency's needs. His recommended was, "Access by Microsoft", as it is effective for small organizations and can expand, as needed (personal communication, March 10, 1997). In researching costs, it was found that the cost of Access at $160.00 was within the agency's proposed budget for this project. As a result, this software was purchased and utilized for this practicum.

Description of Solution Strategy

After a review of possible solution strategies it was determined that the development of an MIS would be the most appropriate answer for this agency. Many of the computer programs examined one or two particular problems of the agency. However, in meeting more of the agency's needs, this author has

proposed developing a Management Information System (MIS). This solution would benefit this family support program and create an ongoing evaluation tool. A MIS will save time, money, and provide the tool needed to assist the agency in selecting which services they currently provide that could be reduced, due to a cut in funding.

The MIS can provide the information needed for evaluating the program services and statistics the agency needs in gaining increased funds, and community support. Therefore, more attention needs to be paid to program participation data; there is now relatively little information (available in research) to answer questions about who is attracted to and who remains on what type of programs (Weiss, 1988). In addition, this information could benefit program development, funding providers, and satisfy policy makers. The MIS keeps an ongoing record of client information and services provided and will show the program's process and implementation. The data allows the director and staff to look at the process and revise the program objectives and goals to meet the needs of the participants and the community (Powers, Reynolds, Miller, & Peck, 1992).

The first objective stated a Management Information System (MIS) would be developed by the author within the ten-week implementation period. Information was needed to plan, organize, and document the desired design for the MIS. The author felt it was essential to understand who would utilize the database. In addition, gathering data on possible computer programs was

essential in organizing data, tables, and forms to ensure efficient data entry and structure of the database.

After the information was acquired, the author organized the data into each table. A table was defined as a container for data about a particular subject. Lastly, forms were made from the tables to resemble the hard copy forms used in the office. The MIS forms are used to evaluate the objective (See Appendix B for a copy of the MIS forms).

The second objective consisted of the author providing training to the staff on data entry into the MIS, including learning the terms used in databases and computer forms. The author examined the flow of the paper work that helped in the design of the database. The staff worked on data entry, asking questions or queries to access the information needed for reports and writing grants (See Queries in the MIS Forms, Appendix B). The MIS staff training assists in ongoing evaluation used in writing grant and seeking new funding sources.

The last objective was to develop and administer the MIS Staff Training Evaluation Survey (See Appendix C for the Staff Evaluation Survey). A survey was developed to ask questions concerning the goals the author was striving to accomplish with the MIS and the training. The survey allowed staff the opportunity to evaluate training sessions.

These objectives were accomplished with the use of The Calendar Plan for Implementing Activities and used for monitoring (See Appendix D for Calendar Plan). This monitoring occurred as

the practicum solution was implemented and followed with the use of a check-list and a daily log (See Appendices E for Check List, and F for Daily Log). Monitoring allowed for changes in scheduling when problems occurred. The schedule allowed the staff to evaluate the trainer during the last week of staff training. Evaluating during the final week provided an additional week to complete staff training and completion of the MIS as needed.

Chapter V

Strategy Employed - Action Taken and Results

To meet the author's goal of developing an ongoing tool for program evaluation to increase funding and community support the following objectives were designed.

Objectives 1: A Management Information System (MIS) will be developed by the author within the ten-week implementation period. A copy of the forms developed for the MIS will be presented to illustrate services, utilization, provisions, and evaluation (See Appendix B for MIS Forms).

The first objective was accomplished. A Management Information System (MIS) was developed by the author during the ten-week implementation period. The MIS was developed and meets the objective set by the author (See Appendix B for MIS Forms). A copy of the forms developed for the MIS is presented here to illustrate services, utilization, provisions, and evaluation (See Appendix B for MIS Forms). The computer program recommended for use in developing an MIS to meet agency goals for the practicum was Access by Microsoft. This computer program is newer and has the ability to expand with the growth of the agency according to D. Christman, a computer specialist (personal communication, March 10, 1997).

The staff members communicated essential information which would support data they had been required to record by hand. Two of the three directors and the author reviewed agency forms presently used to assess and track information about families

being served. Using the information gathered from the staff members, the author developed three steps in organizing information for the database. The first step was to develop questions designed to elicit information used for writing grants and compiling reports for the present funders. An important question for those who are funders or potential funders would be, "Who is using the services being provided?" The next step was to decide what information was needed to answer the previous question. Information needed about those utilizing the services might include date of birth, sex, ethnicity, type of victimization, education level, handicap (if any), and marital status. The final step was to decide if this information was available and how the information was gathered.

After researching the type of data needed, the information was categorized and placed in a table. In Access (the computer program by Microsoft)a table is defined as a container for data about a particular subject. Tables for this project consisted of personnel information, services offered, support or aid agencies, family history, assessments and victimization history. Each table contained records about an individual and her/his demographics. The records consist of fields containing information such as a name, phone number, or address. Developing some of the relationships which link the information between one or more tables was also helpful to get a more precise understanding of what was required for reporting to the funders. Relationships or links allow the user to gather information from

several tables at a time. One relationship that was formed throughout the tables was the client's last name and a family ID number. A counter was implemented into the family ID field. This was a unique and useful way to insure data was not duplicated and was entered only once.

After the tables were set up, the author selected the fields needed from the table field lists and developed the forms by choosing the fields required for each form. The forms were developed similarly to the paper forms already in use by the staff. A field is a slot in a record that contains individual data (See MIS Forms in Appendix B). The process of developing the forms and moving the fields to the desired place on the form was very time consuming.

After completing the design of the forms, the author created combo boxes or drop-down menus for many of the fields in the form. The drop-down menus allow the author to select the answers that can be entered. This was beneficial when collecting data for a report and assures the information was what the management or funders require and the data was accurate. The field of marital status and ethnicity are examples of a drop-down menu used in the database. Menus were developed and were described in training as a set of choices allowing the user to select the next action to take. A main form or switchboard, which is the top form in the database, was created like a menu. It allows the user to choose an action to be initiated (See Appendix B1, MIS Form Main Switchboard).

The author then tested the database by entering sample information. Queries from a VOCA Report were entered into the database in testing the sample information of the MIS.

The first objective was completed after several form adjustments were completed. Forms of the MIS made it easier to complete questions about the client's history and family background (See MIS Forms in Appendix B). Queries and reports use the information entered into the forms to provide evidence of the types of services which are being utilized most often and which provide results.

The results of the strategy employed with the Calendar Plan for Implementing Activities needed to be adjusted slightly to meet unanticipated obstacles (See Appendix D). While testing the database, the author experienced some trouble entering data into the forms. The forms were developed from the fields in the tables. When sample data was entered into the form for testing the database, the author found the order of the fields in the tables was very important to the order of entering information in the forms. The author had organized the information on the form differently than listed in the tables. Therefore, the cursor on the form did not move orderly from one field to the next. When the order of the fields in the tables was changed, the tab order moved from one field to the next in order on the forms, making data entry much more convenient.

The database tables were developed differently than first anticipated. After the meeting to plan the database, the author

acquired copies of several forms used to gather information about clients and their family history. This additional information was helpful to get a better picture of what data was required to meet the need for United Way's and the Victims Of Crime Act's (VOCA) reports for increased funding. After additional meetings, the author realized more information was needed to meet the needs of funders.

Although trained to use a computer database, the author found it necessary to receive additional training in setting up a database because of the complexity of the task to be completed. Additional training on the database was obtained through private lessons and classes for intermediate and advanced programming. The second obstacle confronted was a change in the forms used by the Healthy Families home-visitation program. Because most forms had continually been redesigned, not all of the changes were implemented into the MIS. These changes could be incorporated at a later date.

Objective 2: Staff training on data entry will be provided with 75% of the staff attending during the implementation period. MIS training for the staff will assist in ongoing evaluation used in grant writing and seeking new funding sources.

This objective was met and exceeded. One-hundred percent of the full time staff attended. Because staff schedules conflicted for several staff members, the author repeated training for two groups instead of one. The training consisted of reviewing terms used when working with a database. The flow of the data through

the MIS was explained so the staff would understand how the database was similar to the paper forms they had been completing (See Flow Chart in Appendix G).

Next, each staff member practiced entering sample data into the system. The second session of training incorporated developing and retrieving the sample data with queries used for funding reports (See MIS Forms, Appendix B10 for Queries). Queries and reports allowed the parent aides to evaluate information such as when the family started the program, what level they were on, and notes on their strengths or difficulties. The MIS allows the Family Support Worker to ask questions or queries and have the information come up on the screen or printed (See Queries in MIS Forms in Appendix B). Staff members found information was much easier to acquire with the MIS than filing through a stack of weekly reports to check family status. The training provided encouraged staff to continue using the MIS in an ongoing evaluation. When the MIS is used as a tool in evaluation, it allows the agency to provide statistics on the services being supplied by the agency to other community agencies providing funding and support, as well as current funders such as United Way and Victims of Crime Act (VOCA) and prospective funders.

Objective 3: Develop and administer MIS Staff Training Evaluation Survey. The survey will allow the staff the opportunity to evaluate training sessions. At least 50% of the staff will indicate agreement or strong agreement on 8 of the 10

questions indicating their level of satisfaction with training and the effectiveness of the MIS (See Survey in Appendix C).

This objective was met and exceeded, the results of the training and surveys were positive. The staff felt the database was easy to use and would benefit them in tracking their work with their clients. The results of the survey showed 90% strongly agreed/agreed with the survey. Ten percent didn't feel it was enjoyable to learn to use any computer program. However, all staff members felt the MIS forms for other support and referral agencies would save time when looking up the contact person and numbers needed for the agency. A note was provided to the staff at the bottom of each agency form as a reminder of important information for the families when referred to an aid agency.

The agency has only one computer that meets the requirements to run the database. Conflicts due to crisis calls occurred when scheduling training sessions. Therefore, additional training sessions were implemented to accommodate the new additional parent aides.. Five staff members attended the session and all felt the MIS would benefit the agency.

The author learned of a computer program which had been developed by another student to help with statistics in the organization. Notes on the support groups were entered into this program. However, J. Frandsen, director of support groups, indicated she had to hand count the contacts and follow-up visits she made with her families. J. Frandsen said totaling the

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contacts for the quarterly reports took her almost one day. She thought the computer program might provide the information, but indicated she was never really trained to use the program. It was a "learn-as-you-go" experience when she started at the agency. This computer program had not been used fully for at least a year. The author felt because of the training provided on the Access software, the staff will continue to utilize and develop the database developed by the author.

As indicated before, there were several deviations from the original strategy. Additional training was needed by the author to learn a new database software. Training began with an individual who taught classes for a computer business. However, the individual sessions only instructed the author to enter information after building tables and forms. Additional sessions were needed to meet the requirements of developing relationships between the tables, forms, and the reports in the database (See VOCA Report in Appendix H). The author enrolled in an intermediate and advanced class of Access for Microsoft offered by a local computer training school.

Also, because Healthy Families was a relatively new program, many changes were being implemented to improve the program and meet the families' needs. The yearly three-day training for Healthy Families occurred during the implementation of the database. This training provided new and exciting ideas for the director of this program. However, this meant more changes in the forms during the implementation of the database.

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There were several difficulties encountered while implementing the database. The first problem was not being able to meet with all the staff at once to brainstorm the issues involved in providing evidence to funders of successful program goals. However, the author was provided with several of the hard-copy forms being used to obtain information from families. The report and information needed in meeting the requirements of the funders was not available when planning the database. Therefore, new fields had to be added to the tables concerning individuals and services provided as they became available.

The funders requested information on individuals with special needs, as well as the services provided by the agency to meet their situations. In addition to the services provided, the funders and community questioned whether those being served were primary victims or members of the family affected by the victimization. These fields were not on the hard copies provided to the author. Therefore, the forms for the MIS differ from the hard copy forms provided to the author in the planning.

Because Idaho ranks seventeenth in the nation in teenage pregnancies and second in the nation for families headed by a single parent (Idaho KIDS COUNT, 1996) changes have been made in the program to adjust to the needs of the unique attributes and qualities of the population in Scutheastern Idaho. Changes are also occurring due to new legislation being implemented. In addition, training seminars for the director of Healthy Families provided new techniques and knowledge beneficial in meeting the

needs of the families involved in the program. Staff discovered efficient and more effective ways of documenting information on the families. As a result, the design of the forms changed during planning of the database.

The literature provided a varied example of programs using information systems as a tool for evaluation and improving programs. Ingersoll, Seastedt, Tim, & Hartman (1997) discussed the benefits and problems in using a management information system (MIS) as a tool in evaluation for ecological research. The benefits have allowed researchers to examine information on a large scale as well as on complex issues. Data quality, security, and integrity were a major objective in assessing the success of the information system. The second objective was to access other documented information. Therefore, data could be shared with other scientists and the public in reports they published yearly. These objectives were accomplished by everyone involved through a discussion of what information they felt was important for the database to provide.

The software used was "EasyEntry(R)3" and contained several important characteristics (p. 310). The software allowed rapid entry of the data and automatic field reproduction. In addition, the database allowed table look-up and most importantly, a rekey feature for accuracy and security. The rekey feature maintains accurate data entry into the system. This was accomplished by having two individuals entering the same data. If any discrepancies occurred, the personnel entering data would be

alerted to correct data. This was important because of the high turnover due to a large numbers of graduate students working on the system.

This program allowed quality data to be collected and used later for research at other sites. The documentation encouraged funders to continue supporting the project. In addition, these scientists have used this model at other sites and proven its reliability. Other agencies have used the computer program on a pay-per-use basis. Another step to insure quality data entry was providing the protocol electronically and in a hard copy manual.

The information provided by the MIS developed by the author will also allow quick entry and the information will permit other agencies to study data on services provided. This data would provide details on the services which have been effective in meeting their needs.

Another project started by C. Coles (1995), a manager of Information Technology at the South Carolina Department of Commerce, tracked and retained information for statewide expansion of field agents. It was important for the Department of Commerce to efficiently and effectively track projects from contract to the opening of a plant. The goal of the information system was to reduce the time between visits to the plant and the response time by the Department of Commerce, as well as to provide more accurate data and use the information captured for a wide variety of objectives.

The objectives allowed the field agents to look at the company's needs, history, and future plans. This information provided data to pinpoint the best sites to meet the criteria given by the company. In addition, it indicates where the plants are located, their shape, and proximity to existing industry. Coles (1995) explains this information allowed the community to track projects and capture the data showing the economic trends.

The customized database application has landed South Carolina Department of Commerce "more than $5.5 billion in capital investments and over 20,000 jobs since 1989" (p 29). The efficient use of an information system is the key to making the organization more effective.

The author felt it was important to track service information and history of the client to increase community support and additional funding. As a result, the MIS was developed to meet these needs. The MIS currently tracks client history, as well as services provided and present levels.

In the annual Ounce of Prevention Fund Report 1992-1993, L. Robinson (1994) discusses the "biggest challenge" in research and development is the development of an information system (p 16). A computerized information system is being developed and used as a management tool in aiding the staff regarding the needs of families. This will do more than count the services the families receive. The results will analyze needs of participants and guide the design of the program.

Similarly, the MIS which was developed by this author will allow the agency to analyze the needs of the program. Like the Ounce of Prevention, this MIS will guide the design of the program in the future.

H. Mummert (1997) discusses "Data Access" (p 32) a database management system by MarketZoneTM used in Montvale, NJ used for data marketing. The database management system speeds up processing time on queries, whether simple or complex. The database allows information to be evaluated on past promotions for mail plan designs and custom mail promotions. In addition, the Data Access evaluates data on specific segments of customers and provides analysis on past advertising history in depth. Charts and graphs are also developed and can be used with other software programs.

In comparison, the MIS developed by the author will speed up queries on complex issues. Not only will the MIS evaluate the history of the families, it will develop charts and graphs which will illustrate the facts presented. In addition, the MIS can be used jointly with other databases.

Chapter VI

Conclusions - Implications and Recommendations

The goal of this practicum was to provide a tool for program evaluation. Evaluation of social service programs is required to increase funding and community support. Three objectives were developed to accomplish this goal, and all three objectives were met. The first objective was to develop a Management Information System (MIS). This objective was met. The second objective was to provide 75% of the staff with training in data entry. This objective was exceeded, as training was provided to current staff and two new parent aides. The last objective was to develop and administer a survey which allowed the staff the opportunity to evaluate training sessions and the usefulness of the MIS. This objective was exceeded when over 80% of the staff indicated satisfaction with the training and usefulness of the MIS.

Implications of the practicum problem and implementation of the MIS demonstrate its effectiveness. When used as a tool to collect and organize data, a database allows staff to evaluate service delivery. The database becomes a tool for ongoing evaluation, providing the community and funders with needed information on program efficacy. The information gathered through evaluation is used for grant writing and seeking new funding sources. Technology has become an important part of everyday life. The MIS provides the needed technology to record and organize information in an efficient manner, allowing easy retrieval for program evaluation.

The practicum taught the author that implementing an evaluation process was much more difficult than anticipated. Unexpected complications arose. First, the author required additional training. Scheduling complications made it difficult to plan and implement the MIS and staff training.

However, there were many positive outcomes as a result of the practicum implementation. Addition evaluation tools were implemented when the discussion of benefits from evaluation were examined in several staff training sessions. An evaluation of parenting classes was implemented with a post-test survey to learn what parents felt was helpful and why. Community and family satisfaction surveys are in the planning stages to assess the needs of the population in the community, as well as other agencies. Another positive outcome became apparent during training when staff stated data entry was easy to follow and understand. This was an indication to the author that Access was a good choice for the database.

The computer program Access was chosen as the database because of its ability to expand with the program and be used in conjunction with several other databases. The author and staff have found new ideas for use of the database. The volunteers hours could more effectively be tracked with the use of the MIS. Many volunteer hours spent putting on puppet shows in the grade schools and picking up donation canisters are never counted. Telephones call are not tracked adequately, and the MIS could benefit the agency with the information and referral count.

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Many databases cannot append additional sections without rewriting the complete database. This is not cost effective for a non-profit social service program which would be unable to afford the time or money it would take to implement one of these computer programs. As explained by Scott & Musick, one primary concern of family support programs is the need and ability to adjust to the diversity of families and culture (1994).

Recommendations for continued use of the database in the agency would allow staff to view the client's efforts in treatment and the level of assessment family support workers and family members have achieved in the home visitations. The staff would be able to note the families' strengths and issues of concern on the form. The staff would review challenges families face and also see their strengths. This would allow staff to adjust family's goals and meet their needs more completely. The MIS and staff training provide one effective tool for use in evaluating the program and the services. The database is an effective tool used in evaluations for many agencies and programs. However, implementations of other types of evaluation are discussed in the literature. Pizzo (1983) reminds us that one of the most effective sources of formal and informal evaluation is provided through parents and families telling others about different programs and their staff. An increase in needs and changing laws and regulations have caused a greater dependency on government funding for all areas of the economy.

The plan for future work with the database includes recording results of follow-up satisfaction surveys for clients involved in the program, adding a section to the MIS which documents volunteer hours for evaluation purposes, as well as adding a security measure to the MIS, due to the number of volunteers and other individuals providing services who have access to the computers. As a volunteer with the newly organized Children's Coalition, the author has observed that an MIS would be beneficial in organizing and evaluating the coalition's projects. Members of the coalition board have approached the author about the possibility of adapting the database to meet the needs of the new coalition. Consequently, the author will present information about the MIS at the next coalition meeting, which is scheduled for the fall of 1997.

In conclusion, due to the current funding crisis and lack of community support, a database was developed to track client progress and program success. Staff training was completed, and staff members are presently using the database to track clients for evaluation purposes. As a result of the MIS, client histories are easy to track and reports are generated more efficiently and accurately. Finally, the results of the MIS are expected to increase community support for the program, as well as provide evidence of program efficacy for current and prospective funders.

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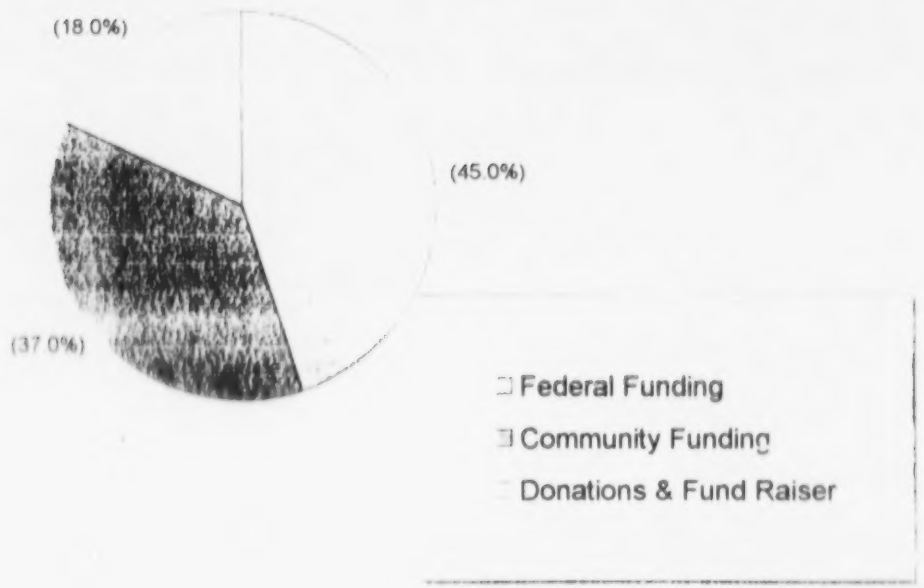
Appendix A1

Funding Sources

Funding Percentages 1996



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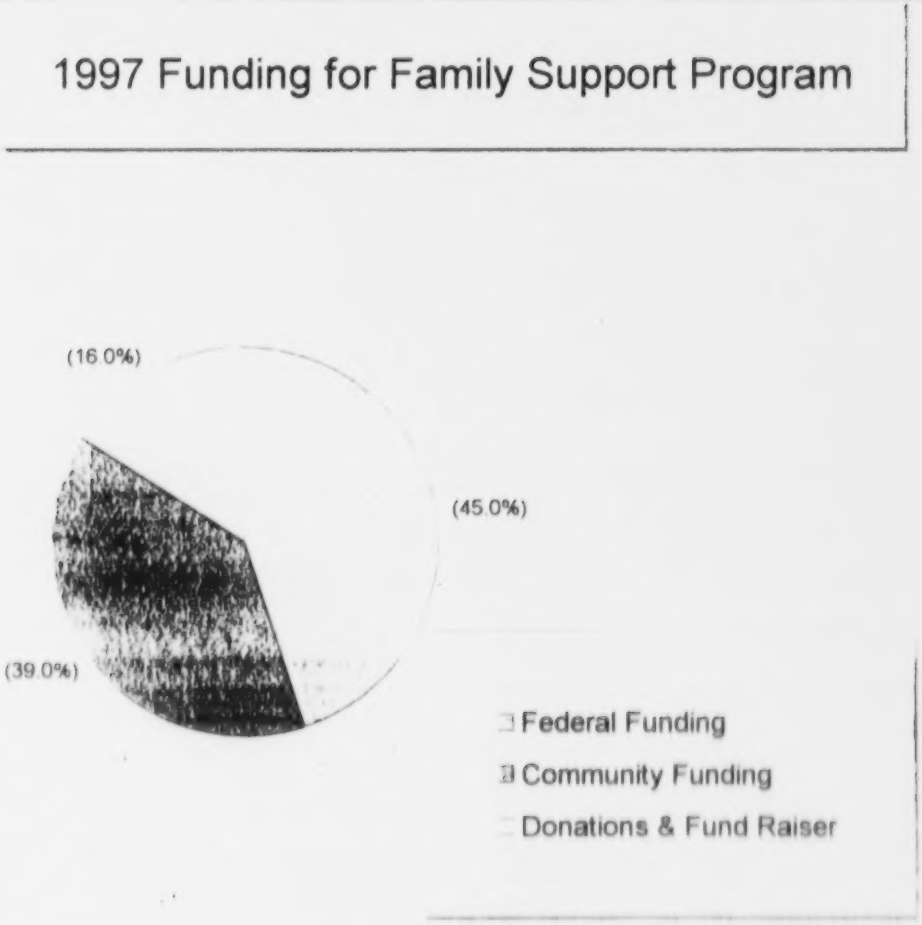
Appendix A2

Funding Percentages 1997



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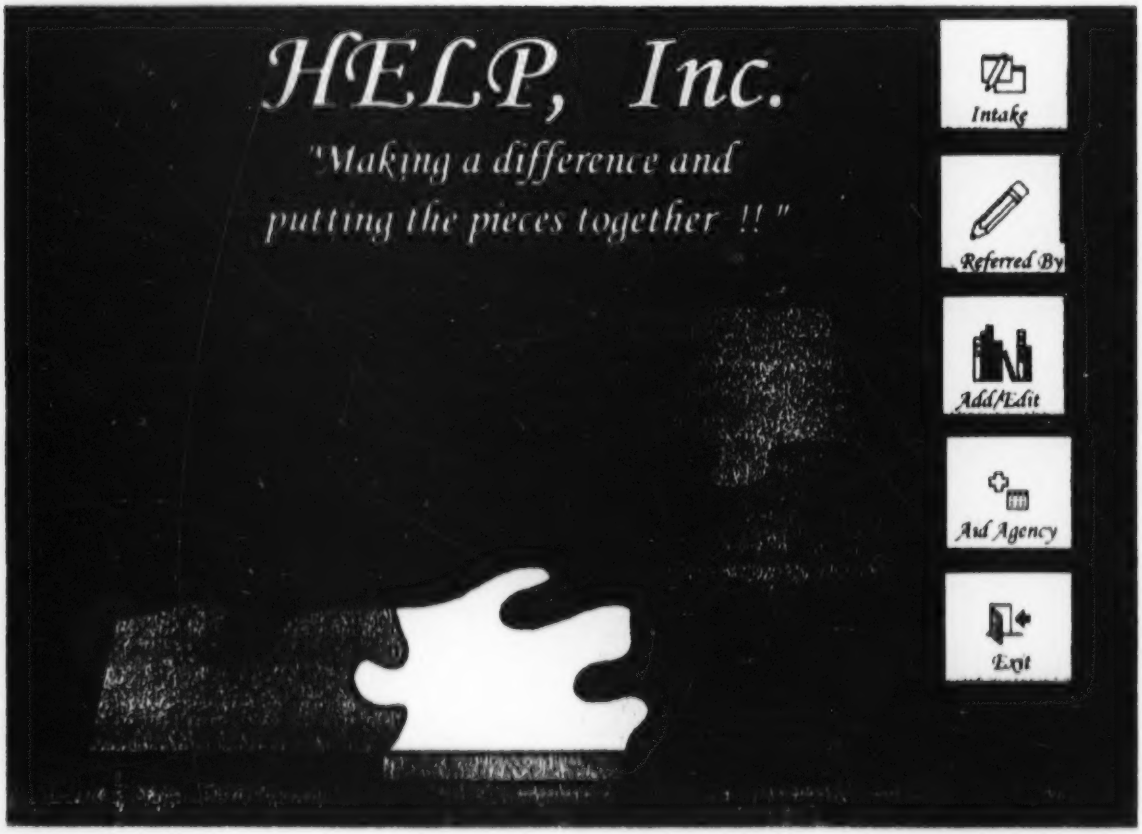
Appendix B1

Management Information System Forms

Main Switchboard



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Appendix B2

Management Information System Forms

Referral Source

Return To Family Unit

ReferralID: #Name? Organization Name: #Name?

Address: 150 Shoup Ave City: Idaho Falls

State: ID Postal Code: 83402- County: Bonneville

Work Phone: #Name? Home Phone:

Fax Number: Email Name:

Note: Has contracted Help, Inc

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Appendix B3

Management Information System Forms

Agency Groups

Organization Name: AFDC **Contact Type:** Lori Hayes

Address: 222 S 5th

City: Idaho Falls **State:** ID **Postal Code:** 83402-

County: Bonneville **Phone:** (208) 555-2222 **Fax Number:** (208) 222-5555

Email Name:

Note:

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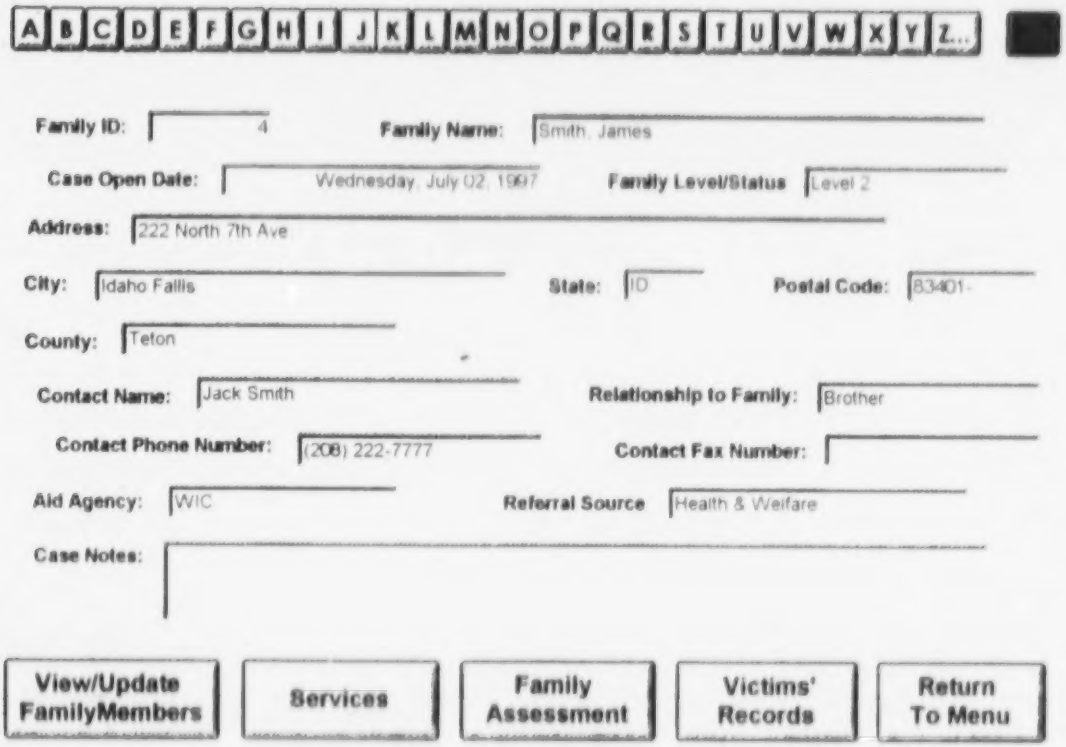
Appendix B4

Management Information System Forms

Family Unit


A B C D E F G H I J K L M N O P Q R S T U V W X Y Z...
Family ID: 4
Family Name: Smith, James
Case Open Date: Wednesday, July 02, 1997
Family Level/Status Level 2
Address: 222 North 7th Ave
City: Idaho Falls
State: ID
Postal Code: 83401-
County: Teton
Contact Name: Jack Smith
Relationship to Family: Brother
Contact Phone Number: (208) 222-7777
Contact Fax Number:
Aid Agency: WIC
Referral Source Health & Welfare
Case Notes:
View/Update FamilyMembers
Services
Family Assessment
Victims' Records
Return To Menu

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Appendix B5

Management Information System Forms

Family Members

Next | Print | Clear | Close

FamilyID: 4 Family Name:

MemberID: 12 Relationship in Family:

Prefix: First: James MI: Last: Smith Suffix:

Address: City:

State: Postal Code: County:

Sex: MaritalStatus: Birthdate:

MultiBirth: InfantGA: InfantDeliveryType:

InfantEDC: InfantWeight: NurseryCare:

Child?: Disabled/Handicapped? Native American?: Elderly?: Minority?:

Work Phone: Employer Name:

Home Phone: Fax Number:

Mobile Phone: Email Name:

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Appendix B6

Management Information System Forms

Family Assessment

AssessmentID: 4 FamilyID: 0

Assessment Level: Completion of Prenatal Service Level (1-P)

FSW RESPONSIBILITY:		PSN RESPONSIBILITY	
FSW Step A:	☐	PSN Step A:	☒
FSW Step B:	☐	PSN Step B:	☒
FSW Step C:	☐	PSN Step C:	☒
FSW Step D:	☐	PSN Step D:	☒
FSW Step E:	☐	PSN Step E:	☒
FSW Step F:	☐	PSN Step F:	☒
FSW Step G:	☐	PSN Step G:	☐

FSC Score Mother: 0 FSW Name:

FSC Score Father: FS Supervisor:

Note:

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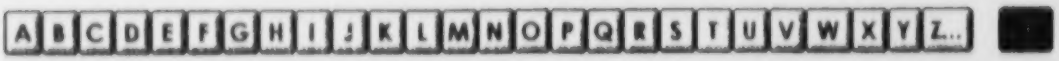
Appendix B7

Management Information System Forms

Victim Look-up and Review



MemberID: 12 FamilyID: 4 Last Name: Smith

Prefix: First Name: James MiddleInitial: Suffix:

MemberID: 17 FamilyID: 4 Last Name: Smith

Prefix: First Name: Tim MiddleInitial: Suffix:

MemberID: 19 FamilyID: 5 Last Name: Jones

Prefix: First Name: John MiddleInitial: Suffix:

MemberID: 20 FamilyID: 4 Last Name:

Prefix: First Name: MiddleInitial: Suffix:

MemberID: 21 FamilyID: 4 Last Name:

Prefix: First Name: MiddleInitial: Suffix:

MemberID: 22 FamilyID: 4 Last Name:

Prefix: First Name: MiddleInitial: Suffix:

BEST COPY AVAILABLE

Appendix B8

Management Information System Forms

Victimization Record

Victimization Record

VictimID: 10 FamilyID: 4 MemberID: 12

Child victim of physical abuse?: ☒ Elder abuse?: ☐

Child victim of sexual abuse?: ☐ Adult survivor of incest or child sexual abuse?: ☐

Victim of DUI/DWI?: ☒ Robbery?: ☐

Victim of domestic violence?: ☐ Assault?: ☐

Adult victim of sexual assault?: ☐ * Other victim of crime?:

* VictimNote:

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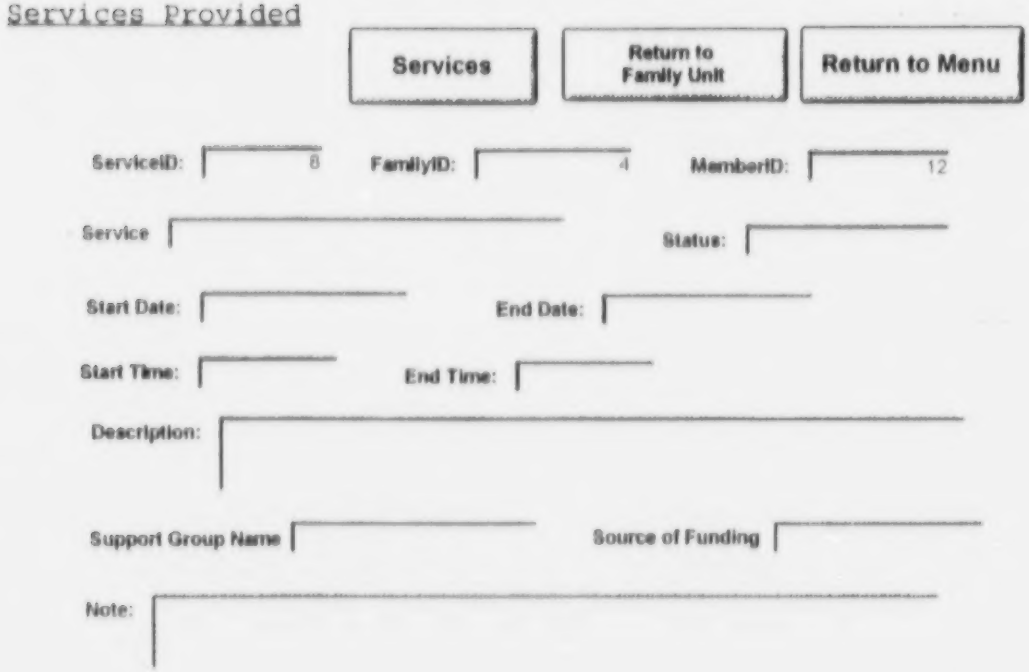
Appendix B9

Management Information System Forms

Services Provided



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Appendix B10

Services

Service: Assistance in filing compensation claims

Service: Criminal justice support/advocacy

Service: Crisis Counseling

Service: Emergency financial assistance

Service: Emergency legal advocacy

Service: Follow-up contact

Service: Group treatment

Service: Information and referral

Service: Personal advocacy

Service: Shelter/safe house

Service: Therapy

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Appendix B11

Queries

Count of Victims by Category 7/28/97

Start Date	CountOfMinority	CountOfChild
	2	2
2/1/97	1	1
3/1/97	1	1

Victimization by Type 7/28/97

MemberID	Start Date	Child victim of physical abuse?	Child victim of sexual abuse?	Victim of DUI/DWI

Victimization by Type 7/28/97

Victim of domestic violence?	Adult victim of sexual assault?	Elder abuse?

Victimization by Type 7/28/97

Adult survivor of incest or child sexual abuse?	Robbery?	Assault?	Other victim of crime?

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Appendix C

MIS Staff Training
Evaluation Survey

KEY:SA=Strongly Agree A=Agree N=Neutral D=Disagree SD=Strongly Disagree

Content/Information	SA	A	N	D	SD
1 Overall, I benefitted and learned from this course.					
2 The information was well organized.					
3 The training manual was useful.					
4 The trainer presented the material clearly.					
5 The trainer was prepared to instruct.					
6 The trainer answered all my questions effectively.					
7 The trainer moved at an appropriate pace.					
8 The computer software appears to meet agency needs.					
9 The computer software will provide effective evaluation.					
10 Learning the computer software was enjoyable.					

Comments: _____

_____

_____

_____

_____

Appendix D

Calendar Plan for Implementing Activities

Week 1

* Step 1 in setting up a Management Information System (MIS). Meet with supervisor and staff directors to discuss and develop questions/queries that will determine the information needed by funders, clients and other agencies to demonstrate effectiveness and establish the need for programs provided by the agency.

Week 2

* Step 2 and 3 in setting up MIS. Set up client history and family history tables. Also, set up the tables for assessments and service programs.

Week 3

* Step 4 in setting up MIS. Create Forms using data from the client history and family history tables.

Week 4

* Step 5 in setting up MIS. Create assessment forms and Service programs' forms from data and information on assessment and service programs tables.

Week 5

* Step 6 in setting up a MIS. Design and create drop down menus in the forms. Also, test design of forms and tables.

Week 6

* Step 7 in setting up a MIS. Test Database Management System (MIS) with sample data information and query.

Week 7

* Staff will meet for the first session of training on data input of MIS.

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Week 8

* Staff will complete the training for entering data in the MIS.

Week 9

* Staff will complete a MIS Staff Training Evaluation to provide feedback on training of data input.

Week 10

* Author will gather feedback from staff evaluations.

Appendix E

Monitoring Checklist

Week 1

____ * Meeting with staff on tasks to accomplished with MIS
____ * Review forms for home-visitation
____ * Review forms for support groups

Week 2

____ * Set up client & family history tables
____ * Set up assessments tables
____ * Set up support group tables.

Week 3

____ * Set up client history forms
____ * Set up family history forms

Week 4

____ * Set up assessment forms: Level 1-5,
____ * Set up service programs forms

Week 5

____ * Design and create drop down menus for forms
____ * Test design of forms & tables

Week 6

____ * Test Management Information System (MIS) with sample data
____ * Create & test sample queries

Week 7

____ * Develop instructions for training staff on MIS.

Week 8

____ * Staff training on MIS.

Week 9

____ * Staff training complete MIS.

Week 10

____ * MIS Staff Training Evaluation
____ * Gather feedback from evaluation

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Appendix F

Daily Log and Observations

Date: _____

Tasks: _____

_____

_____

_____

Observations: _____

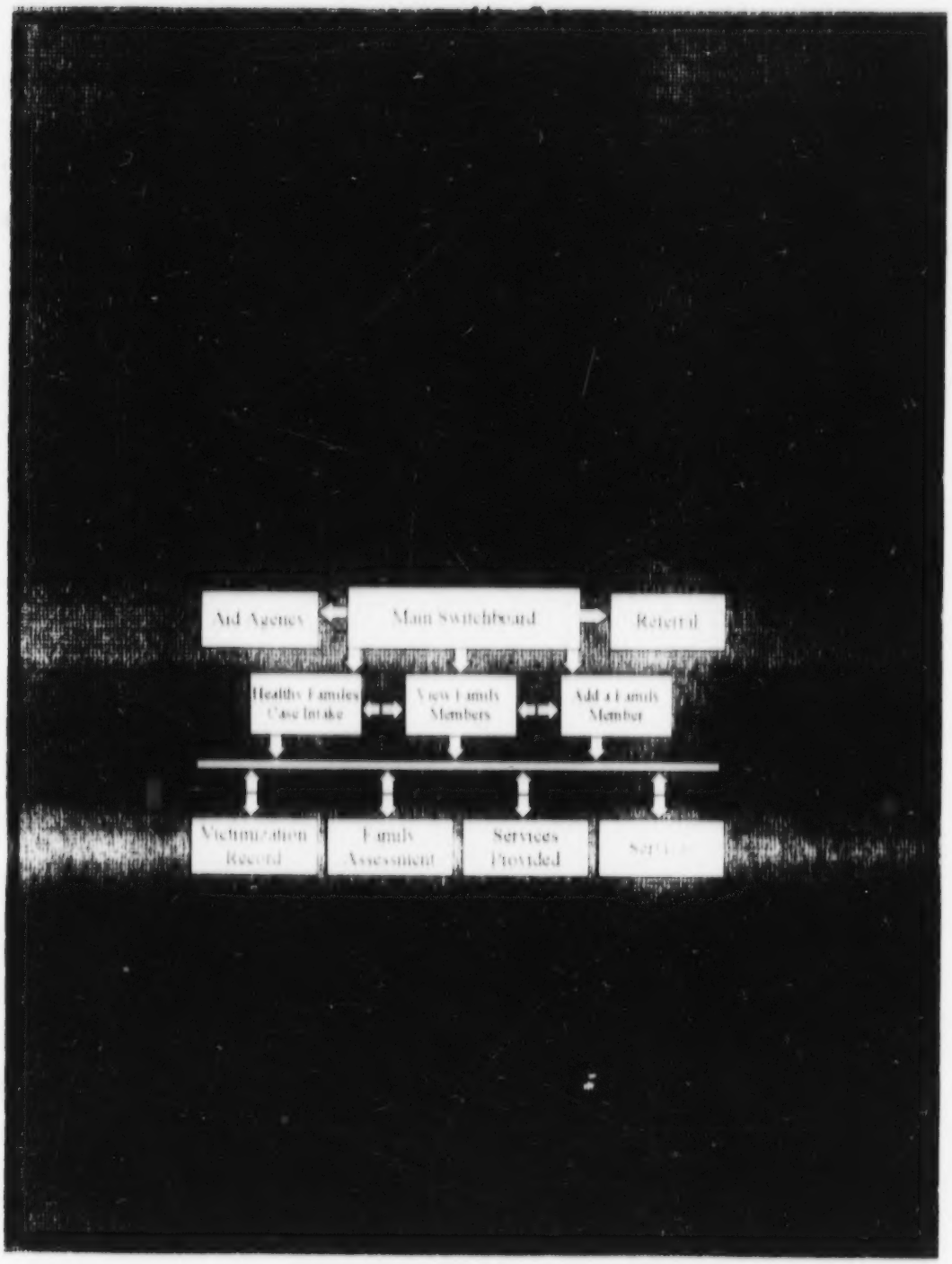
_____

_____

_____

_____

_____



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Appendix H

VICTIMS OF CRIME ACT (VOCA)

A. Indicate the TOTAL NUMBER of victims served in your program by VOCA funds during this grant period. **This numbers are selected from the Family Member Form and Member ID field.**

B. Indicate the TOTAL NUMBER of victims served by **Type of Victimization. This number is from the Victimization Record.**

VICTIMS SERVED
1. Child victims of physical abuse
2. Child victims of sexual abuse
3. Victims of DUI/DWI
4. Victims of domestic violence
5. Adult victims of sexual assault
6. Elder abuse
7. Adult survivors of incest or child sexual abuse
8. Survivors of homicide victims
9. Robbery
10. Assault
11. Other victims of crime (identify)

C. Indicate the NUMBER of victims served in the following categories. **This totals are selected from the Family Members' Form.**

VICTIMS SERVED
1. Child
2. Disabled and handicapped
3. Native Americans
4. Elderly
5. Minorities

D. Indicate the NUMBER of victims who received the following services. **The totals are selected from the Services Form.**

VICTIMS SERVED
1. Crisis Counseling
2. Follow-up contact
3. Therapy
4. Group treatment
5. Shelter/safe house
6. Information and Referral
7. Criminal justice support/advocacy
8. Emergency financial assistance
9. Emergency legal advocacy
10. Assistance in filing compensation claims
11. Personal advocacy
12. Other (specify)

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